State of Delaware
Department of Technology and Information

Request for Information
Document Imaging Solutions

November 18, 2009

1.0   INTRODUCTION

The Delaware Department of Technology and Information (hereinafter referred to as "DTI") is issuing this Request for Information (RFI) inviting Vendors to submit their capabilities and interests relative to document imaging systems. These submissions will be referred to in this document as Vendor Information Packages. DTI may reference this material as indicative of industry capabilities and interests. DTI will use this material to facilitate the establishment of State standards and policies.

The material provided as the result of this RFI will not constitute any type of bidding process but may be used in the development of an RFP, the actual procurement document or the establishment of State standards and policies. If a RFP is issued, it will be issued at a later date.

This RFI is not intended to conflict with or usurp any existing contractual relationships between DTI and any Vendor.

1.1   BACKGROUND

The Department of Technology and Information (DTI) is committed to improving the efficiency of information technology in State government. In an effort to foster greater expertise and reduce licensing costs, DTI is seeking to establish a pool of document imaging products for new needs or as a replacement for existing document imaging products.

With the input of many state organizations it has been determined that one document imaging system will not meet the needs of all State agencies. Hence we believe the needs of some organizations might be met by a basic document imaging system while other organizations will have more complex needs requiring a more advanced system(s).

DTI requires any document imaging system to be compatible with enterprise content management systems to ensure we are building upon a foundation that can support future technologies.

1.2   VENDORS

DTI is requesting Vendor Information Packages for imaging solutions which could fit the categorization of basic, intermediate and/or advanced. The questions and requirements which define each of these three categorizations can be found in Appendix A of the RFI.

Vendors must respond to the questions associated with the categorization of the solution being proposed. For example, if a Vendor is proposing a basic solution, all questions associated with the basic categorization should be responded to. Intermediate solutions require responses to the basic and intermediate questions and advanced solutions require responses to all questions. See Appendix A.

Vendors may provide multiple solutions, basic, intermediate or advanced, however all solutions should be submitted as one Vendor Information Package. Each solution will be evaluated independently.

Vendor Information Packages shall be delivered in sealed envelopes, and shall bear on the outside the name and address of the vendor as well as the designation of the RFI. Vendor Information Packages should be delivered to the address listed below.

> State of Delaware
> IT Procurement Officer
> Department of Technology and Information
> 801Silver Lake Blvd. – Suite 100
> Dover, DE 19904

1.3 RFI OBLIGATIONS

The RFI is a request for information only, and is not a solicitation to provide goods and services to DTI. There will be no contract awarded as a result of the RFI. Nothing in the Vendor Information Packages, or in DTI's remarks or responses to the Vendor Information Packages or any individual Vendor, will be considered binding for a future contract.

1.4 CONTACT PERSON

DTI is the sole point of contact with regard to all matters relating to the goods and services described herein. DTI is the only office authorized, and hereby reserves the right to clarify, modify, amend, alter or withdraw the specifications of this RFI.

All communications concerning this RFI must be addressed to the Contact Person:

> Carmen Herrera
> Department of Technology and Information
> William Penn Building
> 801 Silver Lake Boulevard
> Dover, DE 19904
> Email: carmen.herrera@state.de.us
> Telephone: 302-739-9683
> FAX: 302-677-7049

1.5 RESTRICTIONS ON COMMUNICATIONS

Interested Vendors are to make no unsolicited contact with any DTI personnel or agency designee regarding this RFI. A Contractor currently doing business with DTI may continue to do so; however any communication regarding this RFI is prohibited.

Any Vendor causing or attempting to cause a violation or circumvention of this ethical standard may, in the sole discretion of DTI, be disqualified from further solicitations of DTI.

1.6   SCHEDULE

The following dates are set forth for informational and planning purposes. DTI reserves the right to change any of the dates. If changes are made, those Vendors receiving the original RFI will be contacted.

EVENT	**DATE**
RFI Issued	November 18, 2009
Written Questions Accepted thru	November 25, 2009
Vendor Information Packages due to DTI (by 1:00 P.M. EST)	December15, 2009

1.7   SUBMISSION FORM

Vendor Information Packages should be prepared simply and economically, providing a straight-forward, concise description of the Vendor's offer to meet the requirements of the RFI. One hard copy of the package should be submitted, along with ten (10) soft copy versions in Adobe Acrobat "pdf" format, on IBM compatible CDs or thumb drives are desired.

1.8   COSTS ASSOCIATED WITH SUBMISSION

Neither DTI nor the State of Delaware shall be liable for any of the costs incurred by a Vendor in preparing or submitting a Vendor Information Package, including, but not limited to preparation, copying, postage and delivery fees, and expenses associated with any demonstrations or presentations which may be offered or accepted as a result of the RFI.

Each Vendor Information Package should be prepared simply and economically, providing a straightforward, concise description of the Vendor's ability. Emphasis should be on completeness and clarity of content.

1.9   DISCLOSURE OF VENDOR INFORMATION PACKAGE CONTENTS

The State of Delaware is a public agency as defined by state law, and as such, it is subject to the Delaware Freedom of Information Act, 29 Del. C. ch. 100. Under the law, all the State of Delaware's records are public records (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person.

All information submitted by a Vendor may be treated as public information by DTI unless the Vendor properly requests that information be treated as confidential or proprietary at the time of submitting the Vendor Information Package. Vendors are encouraged to familiarize themselves with the provisions of the relevant laws and administrative rules governing the release of information by DTI to the public.

Any Vendor Information Package that contains information that the Vendor wishes to remain confidential

must submit the "confidential" information in a separate, sealed envelope labeled "Proprietary Information". The envelope must contain a letter from the Vendor's legal counsel describing the documents in the envelope, representing in good faith that the information in each document is not a "public record" as defined by 29 Del. C sec. 10002(d), and briefly stating the reasons that each document meets the said definitions.

1.10   VENDOR STANDING FOR ANY SUBSEQUENT RFP

An RFI response is not mandatory for a Vendor to later receive an RFP and to bid on such requests. Nonetheless, as a result of the RFI submission, Vendors may jeopardize their qualifications to receive an RFP and participate in the State's bidding process if the Vendor furnishes any statement, representation, warranty, or certification in connection with this RFI or a contract resulting from an RFP that is materially false.

1.11   OWNERSHIP OF MATERIALS

Ownership of all documentary material originated and prepared for DTI pursuant to this RFI shall belong exclusively to DTI. Thus any and all documents submitted may be returned only at the option of DTI. DTI reserves the right to use any and all information contained in a Vendor Information Package to the extent permitted by law.

The Vendor will retain ownership of all intellectual property and tangible goods associated with the Vendor's presentation of their product and service capabilities.

1.12   VENDOR ETHICS AND INTEGRITY

The Vendor is obligated to meet high standards of ethics and integrity in order to be considered a qualified Vendor by DTI. These standards can be violated according to the conditions identified below:

1.   The Vendor and employees shall not offer or give any gift, gratuity, favor, entertainment, loan, or any other thing of material monetary value to any DTI employee.

2. The Vendor and employees of the Vendor shall not disclose any business sensitive or confidential information gained by virtue of this RFI to any party without the consent of the Secretary of the Department of Technology and Information.

3. The Vendor and employees shall take no action to create an unfair, unethical or illegal competitive advantage for itself or others.

1.13 SPECIAL INSTRUCTIONS

Vendors requiring a copy of the State's System Architecture Standard must email a signed copy of the Contractor Confidentiality (Non-Disclosure) and Integrity of Data Agreement, see Appendix B, along with a request for such copy to Carmen Herrera at carmen.herrera@state.de.us.

2. FORMAT FOR VENDOR INFORMATION PACKAGE

2.1. INTRODUCTION

To enable the evaluation committee to fairly evaluate each Vendor Information Package, Vendors shall use the specified Vendor Information Package format.

This section prescribes the mandatory format for the presentation of a Vendor Information Package in response to this RFI. Each Vendor Information Package must comply with the prescribe format in order to be evaluated.

2.2. COVER LETTER

Each Vendor Information Package will have a cover letter on the letterhead of the company or organization submitting the Vendor Information Package. The cover letter must briefly summarize the vendor's ability to provide the services specified and identify all materials and enclosures being forwarded collectively in response in the RFI.

2.3. TABLE OF CONTENTS

Each Vendor Information Package must include a Table of Contents with page numbers for each of the components of the Vendor Information Package.

2.4. DESCRIPTION OF SERVICES AND QUALIFICATIONS

Each Vendor Information Package must contain a detailed description of how the Vendor will provide each of the services outlined in this RFI. This part of the Vendor Information Package may also include descriptions of any enhancements or additional services or qualifications the Vendor will provide that are not mentioned in this RFI.

Vendors must reply to the requirements/questions listed in Appendix A. Responses should be documented in the Vendor Response box to the right of each requirement. Vendors may use the Vendor Response box to fill-in answers or reference attachments.

Mandatory Requirements: All proposed solutions must meet the following four requirements.	
Requirement	**Vendor Response**
--------- Basic, Intermediate, and Advanced Features & Functions --------	
The proposed solution does not require any specific hardware product.	
The proposed solution supports TIFF and PDF formats (at a minimum).	
The proposed solution complies with the State's Systems Architecture Standard. A copy of the Systems Architecture Standard will be provided upon the receipt of a Non-Disclosure Agreement.	
The proposed solution will interoperate with an Enterprise Content Management (ECM) system.	

1. Business Functionality Requirements

1.1 Usability	
Requirement	**Vendor Response**
--------- Basic, Intermediate, and Advanced Features & Functions --------	
1.1.1 – Browser based applications for all functions (thin client)	
1.1.2 –Industry standard user interface.	

1.2 Capture	
Requirement	**Vendor Response**
--------- Basic, Intermediate, and Advanced Features & Functions --------	
1.2.1 – Works with a wide variety of non-proprietary /industry standard scanners.	
1.2.2 – Uses hybrid/specialized capture devices such as copier-scanners and microfilm scanners.	
1.2.3 – Ability to configure Auto-naming documents while scanning, based on the user, date/time, or other values.	
1.2.4 – Ability to append scanned additional pages into an existing document with the ability to rearrange pages.	

1.2.5 – Image clean-up capabilities; adjust image to remove noise, remove lines, crop, rotate, and other image clean-up.	
1.2.6 – Option to automatically remove blank pages.	
1.2.7 – Support full page OCR.	
1.2.8 - Ability to import and convert documents into different file formats.	
1.2.9 – Ability to manually add metadata to images.	
--------- Intermediate and Advanced Features & Functions --------	
1.2.10 – Capture and store rich media in their native formats.	
1.2.11 – Can archive documents from Microsoft Office applications.	
1.2.12– Automatically extract e-mail metadata.	
1.2.13 – Supports administrator defined mandatory metadata acquisition.	
1.2.14 – Support batch processing and grouping into appropriate folder location.	
1.2.15 – Import electronic documents and directories by dragging and dropping.	
1.2.16 – Export and import documents, individuals or in groups, along with their metadata.	
1.2.17 – Convert electronic documents to archival images without printing and scanning them.	
1.2.18 – Extract text from electronic documents.	
1.2.18 – Create new folders directly from the Import dialog.	
1.2.20 – Unicode support to handle documents in non-English languages.	
1.2.21 – Form alignment and dropout for precise zone OCR.	
1.2.22 – Look up external metadata keyed by extracted data or data entered manually.	
--------- Advanced Features & Functions --------	
1.2.23 – Use extracted data for document or folder naming, indexing or as input to other processes.	
1.2.24– Can schedule document uploading to the repository.	
1.2.25 – Support fax importing and exporting	
1.2.26 – Extract template and identification data from images.	

Requirement	Vendor Response
1.2.27 – Extract data by zone OCR, bar code recognition, Optical Mark Recognition (OMR), or Intelligent Character Recognition (ICR).	
1.2.28 – System identifies documents by recognizing forms or by matching extracted data.	
1.2.29– System uses identification for document separation or individualized processing.	
1.2.30 – Imprint images with Bates numbers, lookup data or bitmaps.	
1.2.31 – Automatic numbering of pages when multiples are scanned.	
1.2.32 - Ability to import and convert rich media into different file formats.	
1.2.33 - Describe the ability to support hardware and controlling of pocket selection for directing scanned documents into specific pockets at the scanner level.	

1.3 Document Management	
Requirement	**Vendor Response**
--------- Basic, Intermediate, and Advanced Features & Functions --------	
1.3.1 – Intuitive folder view that makes organization easy and flexible.	
1.3.2 – Displays document names, template fields and volume information in the folder browser.	
1.3.3 – Can customize metadata display and column view in folders.	
1.3.4 – Can rename and reorganize document files.	
1.3.5 – Public and private folders can be setup to allow document sharing, mail folders, and ad hoc workflow.	
1.3.6 – Displays black & white, color, or grayscale images.	
1.3.7 – Can edit text files created by OCR.	
1.3.8 – Support for both central and remote offices to capture and access documents.	
1.3.9 – Supports template fields and/or keyword categories.	
--------- Intermediate and Advanced Features & Functions --------	
1.3.10 – Supports dockable windows or flexible viewing of images, text, thumbnails and template fields.	
1.3.11 – Can establish document linking relationships. ability to group records… images/video/pictures into a single group for retrieval	

Requirement	Vendor Response
1.3.12 – Can highlight text and images. as an overlay that does not modify the original image. (Part of 1.3.12)	
1.3.13 – Place sticky notes on documents with searchable text and hyperlinks as an overlay that does not modify the original image.	
1.3.14 – Can stamp images with customized or predefined graphics as an overlay that does not modify the original image.	
1.3.15 – Allows for annotation overlays that do not modify the original document.	
1.3.16 – Informational tags that alert users to special properties.	
1.3.17 – Check-In/Check-Out capabilities	
1.3.18 – Ability to retrieve all versions as independent documents.	
1.3.19 – Clearly state most recent version and history.	
1.3.20 – Supports full-text indexing.	
1.3.21- Supports folder/file structure or indexing by associated document groups.	
1.3.22 - Ability to add Electronic Signature or File Stamp	
1.3.23 – Support automated OCR indexing.	
1.3.24 - Software able to securely redact sensitive portions of documents.	

1.4 Records Management	
Requirement	**Vendor Response**
--------- Basic, Intermediate, and Advanced Features & Functions --------	
1.4.1 – System is DoD 5015.2 certified.	
--------- Intermediate and Advanced Features & Functions --------	
1.4.2 – Can create records from documents already under management.	
1.4.3 – Can manage digital and non-digital records along with scanned images and electronic documents.	
1.4.4 – Can manage digital video, audio and other electronic files.	
1.4.5 – Screen records for eligibility for transfer, accession or destruction.	
1.4.6 – Confirms destruction of eligible records.	
1.4.7 – Locate records according to status or location.	

--------- Advanced Features & Functions --------
1.4.8 – Define record series from an intuitive interface.
1.4.9 – Can describe locations of transfers for records series.
1.4.10 – Tracks current locations of transferred records.
1.4.11 – Ability to specify multiple events that are necessary before records can be archived.
1.4.12 – Ability to specify trigger events determining which retention schedules apply to records.
1.4.13 – Can configure retention schedules so that superseded records are sent into final disposition.

1.5 Search Capabilities	
Requirement	**Vendor Response**
--------- Basic, Intermediate, and Advanced Features & Functions --------	
1.5.1 – Supports template field searches.	
1.5.2 – Full-text searches cover the entire database.	
1.5.3 – Supports fuzzy and wildcard searches.	
1.5.4 – Can search by security tag, volume, creation or modification date, note text or other criteria.	
1.5.5 – Save search criteria for repeated execution.	
1.5.6 – Perform name searches by document or folder.	
1.5.7 – Combine search criteria to narrow results (Boolean searching).	
1.5.8 – Limit search results by folder.	
1.5.9 – Can save search results in folders for quick reference and easy access.	
--------- Intermediate and Advanced Features & Functions --------	
1.5.10 – Supports proximity searches.	
1.5.11 – Supports regular expression searches.	
1.5.12 – Search items are highlighted to show their precise location within returned documents.	
1.5.13 – During a client session, have the ability to retrieve and view both digital and non-digital images with the appropriate viewing application automatically launched. Conversion would not be necessary to view.	
--------- Advanced Features & Functions --------	

Requirement	Vendor Response
1.5.14 – Presents a line of context to show how the word or phrase is used without retrieving the entire document.	

1.6 Distribution

Requirement	Vendor Response
--------- **Basic, Intermediate, and Advanced Features & Functions** --------	
1.6.1 – Provides flexible print configuration.	
1.6.2 – Accurate scaling of print output to match the original document.	
1.6.3 – Can e-mail and fax archived documents as TIFF or PDF.	
1.6.4 – Supports cross-platform retrieval with standard web browsers.	
1.6.5 – Can distribute and archive documents on non-erasable media.	
--------- **Intermediate and Advanced Features & Functions** --------	
1.6.6 – Can distribute rich media on royalty-free CDs and DVDs.	
1.6.7 - Distributed media includes built-in search engines and viewer for access on any PC.	
1.6.8 – Can create published repositories based on search results.	
1.6.9 – Ability to drag and drop documents into e-mail.	
1.6.10 – Ability to create custom reports from searched documents.	

1.7 Security

Requirement	Vendor Response
--------- **Basic, Intermediate, and Advanced Features & Functions** --------	
1.7.1 – Storage and security measures supporting regulatory compliance.	
1.7.2 – Uses privilege rights to control administrative functions.	
1.7.3 – Application level password policies meet State's standards and policies.	
1.7.4 – Can configure maximum idle time before users are automatically logged out.	
1.7.5 – Securely wipe digital records on destruction.	
Requirement	**Vendor Response**
--------- **Intermediate and Advanced Features & Functions** --------	

Requirement	Vendor Response
1.7.6 – Uses feature rights to control scanning, printing, searching, viewing, and importing.	
1.7.7 – Access rights determine the level of access for users or groups.	
1.7.8 – Template field access controls limit users' ability to view and edit template fields.	
1.7.9 – Volume access rights used to determine permissions to import data volumes.	
1.7.10– Role based security for users.	
1.7.11 – Audit tracking for compliance, accountability, and security policies.	
1.7.12 – Ability to either control security permissions centrally within a department or to delegate to divisions.	
1.7.13 – Customized Reports for auditing purposes.	
--------- Advanced Features & Functions --------	
1.7.14 – Security tags for the purpose of placing special restrictions on documents and folders.	
1.7.15 – Able to securely redact sensitive portions of documents.	
1.7.16 – Can require users to indicate the reason for document export, configurable by data classification.	
1.7.17 - System administrator control to specify users' ability to view annotations and see through redactions.	

1.8 Workflow	
Requirement	**Vendor Response**
--------- Intermediate and Advanced Features & Functions --------	
1.8.1 – Model work process with an intuitive graphical interface.	
1.8.2 – Automate document movement with rules-based routing.	
--------- Advanced Features & Functions --------	
1.8.3 – Can maintain productivity with automated modifications.	
1.8.4 – Accommodates ad hoc participation in the workflow environment.	

Requirement	Vendor Response
1.8.5 – Describe the workflow and management reporting options available with your solution. Describe Performance metrics and ability to identify workflow backups or bottlenecks at any step within the process. Indicate whether statistics are available to provide information concerning throughput capabilities of both the overall system and of the individual components and their users.	

1.9 Application Integration

Requirement	Vendor Response
--------- Intermediate and Advanced Features & Functions --------	
1.9.1 - Simple image-enabling integration tools.	
1.9.2 - Pass through authentication for single sign on access	
--------- Advanced Features & Functions --------	
1.9.3 – Describe Integration with PeopleSoft	
1.9.4 – Describe Integration with ESRI GIS	
1.9.5 - Describe Integration with student information systems (SIS)	
1.9.6 – Describe Integration with customer/citizen relationship management (CRM) software	
1.9.7 - Describe Integration with electronic medical records (EMR) applications	
1.9.8 - All document management and forms capabilities provided in an API	

1.10 Microsoft Office SharePoint Services (MOSS)

Requirement	Vendor Response
--------- Intermediate and Advanced Features & Functions --------	
1.10.1 Integrates with MOSS 2007 or above	
1.10.2 Supports SharePoint based workflows	
1.10.3 Supports multi-forest environments	
1.10.4 Proven compatibility with SLDAP in addition to Active Directory for authentication	

1.11 Additional ICR/OCR requirements	
Requirement	**Vendor Response**
--------- Basic, Intermediate, and Advanced Features & Functions --------	
1.11.1 Describe the capability to read and decode both 1 dimensional and 2 dimensional Barcodes. List Types of each type supported, ie code 39 or PDF 417.	
--------- Intermediate and Advanced Features & Functions --------	
1.11.2 Describe the ability to recognize check amounts to include Courtesy amount recognition (CAR) and Legal amount recognition (LAR). Explain whether both optical and magnetic recognition is available.	
--------- Advanced Features & Functions --------	
1.11.3 Explain the data entry and verification abilities of your product. Explain the level of which data can be manually entered, ie. Field by field, entire data elements or unclear characters.	
1.11.4 Explain the ability to perform internal calculations based on the data within the form to assist in the determination of accuracy of any given fields.	
1.11.5 Provide information on the capability of your solution to handle semi-structured forms, such as, but not limited to, W2s and personal income tax returns, machine generated or handwritten.	
1.11.6 Would you be prepared to submit the results of your ICR software testing extracting data from a sample of test documents which would be supplied upon the completion of a confidentiality agreement, if needed?	

2. System Requirements

2.1 Security

Requirement	Vendor Response
--------- Basic, Intermediate, and Advanced Features & Functions --------	
2.1.1 – Our standards require a presentation, middleware and storage tier. Describe how your solution fits into these tiers. Document which tiers are supported.	
2.1.2 – Describe your log analysis configuration options.	
2.1.3 - Describe any user input logging capabilities.	
2.1.4 – Explain remote logging capabilities.	

2.2 Scalability

Requirement	Vendor Response
--------- Basic, Intermediate, and Advanced Features & Functions --------	
2.2.1 - List the maximum number of users/documents/pages supported by your solution in its smallest configuration.	
2.2.2 - List the maximum number of users/documents/pages supported by your solution in its largest configuration.	
2.2.3 – Describe you expansion reconfiguration options and down time requirements to implement.	
--------- Intermediate and Advanced Features & Functions --------	
2.2.4 – Describe the solution's footprint and ability to expand dynamically.	

2.3 Redundancy/Failover

Requirement	Vendor Response
--------- Basic, Intermediate, and Advanced Features & Functions --------	
2.3.1 - Describe your solution's fault-tolerant support for failover and high availability.	
--------- Intermediate and Advanced Features & Functions --------	
2.3.2 – Describe the solution's ability to support fault-tolerant storage.	

2.4 Operating System

Requirement	Vendor Response
--------- Basic, Intermediate, and Advanced Features & Functions --------	
2.4.1 – List the operating systems and versions that are supported on the server side.	
2.4.2 – List the operating systems and versions that are supported on the client side.	

2.5 Database

Requirement	Vendor Response
--------- Basic, Intermediate, and Advanced Features & Functions --------	
2.5.1 – Detail the solution's use of a proprietary database or storage mechanism.	
2.5.2 - Detail your solution's support for Microsoft, Oracle or IBM databases and versions.	
2.5.3 - Describe your solution's support for relational queries.	
2.5.4 – Describe the solution's use of any proprietary mechanisms in the storage of the documents, including image compression.	
--------- Intermediate and Advanced Features & Functions --------	
2.5.5 - Describe your solution's support for data warehousing or data mart technologies. List any COTS packages supported.	

2.6 Middleware

Requirement	Vendor Response
--------- Basic, Intermediate, and Advanced Features & Functions --------	
2.6.1 - Detail any client requirements for direct access to the backend database or its use of middleware employed.	
2.6.2 – List the web server application that is used with your solution.	
2.6.3 – Describe the web application's layer use of WebSphere, Web Logic, Microsoft IIS 6, or Microsoft IIS 7.	

2.7 Other Software

Requirement	Vendor Response
--------- **Basic, Intermediate, and Advanced Features & Functions** --------	
2.7.1 – List and third party packages that are required and/or recommended for your solution.	
2.7.2 – Detail the support you provide for any required third party applications or the process for obtaining that support separately.	
2.7.3 – List the platforms required for your client solution. .Net. Specific Web browsers.	

2.8 Hardware

Requirement	Vendor Response
--------- **Basic, Intermediate, and Advanced Features & Functions** --------	
2.8.1 – Detail the physical requirements for your client (CPU, memory, disk, network, graphics, display, etc.)	
2.8.2 - Detail the physical requirements for each server tier. (CPU, memory, disk, network)	
2.8.3 - List any specific pieces of hardware that are required for your solution.	
2.8.4 - List any specific pieces of hardware that are required for scanning/imaging.	
2.8.5 - List any specific pieces of hardware that are required for storage.	
2.8.6 - List any specific pieces of hardware that are required for FAX/email integration.	

2.9 Virtual Servers

Requirement	Vendor Response
--------- **Basic, Intermediate, and Advanced Features & Functions** --------	
2.9.1 - Describe your solution's server-side components that are supported on a virtual platform.	
2.9.2 - Describe your solution's client support on a virtual platform.	

2.10 Data Retention	
Requirement	**Vendor Response**
--------- **Basic, Intermediate, and Advanced Features & Functions** --------	
2.10.1 – Describe any built in offline archiving abilities.	
2.10.2 – DTI uses IBM Tivoli Storage Manager (TSM) for server backups and other state organizations use other backup products. Describe your solution's ability to be backed up and restored in parts (like a brick-level backup/restore) or its requirement to be backed up and restored as one huge database. List additional agents or third party products that would need to be purchased for TSM or other backup products to accomplish backup in parts.	
2.10.3 - Describe any special requirements or procedures related to backing up your solution.	
--------- **Intermediate and Advanced Features & Functions** --------	
2.10.4 – Describe your solution's ability to specify granular retention policy by document type.	
2.10.5 – Describe your solution's ability to specify retention policy for a particular document during the imaging process.	

2.11 Disaster Recovery	
Requirement	**Vendor Response**
--------- **Basic, Intermediate, and Advanced Features & Functions** --------	
2.11.1 - List any special DR considerations inherent to your solution.	

2.12 System Architecture	
Requirement	**Vendor Response**
--------- **Basic, Intermediate, and Advanced Features & Functions** --------	
2.12.1 - Please provide a detailed system architecture diagram describing the tiers of your solution.	

2.13 Network Architecture	
Requirement	**Vendor Response**
--------- Basic, Intermediate, and Advanced Features & Functions --------	
2.13.1 - Please provide a detailed network architecture diagram describing the interactions between the clients and the various tiers. Identify all ports and connections indicating who initiates a connection by using arrows from the source to the destination.	
2.13.2 – List your solution's requirements for any bi-directional communication. This is defined as communication that can be initiated by either host, requiring both to be listening for connection requests.	
2.13.3 – List all network communication protocols other than TCP that are used. (e.g. UDP or NetBIOS)	
2.13.4 - Detail your solution's requirements for any form of file sharing (e.g. Microsoft or Samba disk shares).	

2.14 Data Model	
Requirement	**Vendor Response**
--------- Basic, Intermediate, and Advanced Features & Functions --------	
2.14.1 - Please provide a detailed data model that describes the database(s), schemas, tables and meta-data.	
2.14.2 - Please provide use cases that show the standard user processes (document acquisition, storage, retrieval) and describe the data flow for each.	

2.15 System/Application Interfaces and Dependencies	
Requirement	**Vendor Response**
--------- Basic, Intermediate, and Advanced Features & Functions --------	
2.15.1 – Describe the availability of an open API for your middleware.	
2.15.2 - Describe the availability of an open API for your client.	
2.15.3 – Describe your product's ability to communicate with other applications using web services.	

3. Enterprise Architecture Requirements

3.1 Compliance with Statewide IT Standards

Requirement	Vendor Response
--------- Basic, Intermediate, and Advanced Features & Functions --------	
Refer to the standards published on this web page for. http://www.dti.delaware.gov/information/standards-policies.shtml and comment on how your product supports these standards.	
3.1.1 – Application Programming Languages	
3.1.2 – Middleware	
3.1.3 – Common Look & Feel	
3.1.4 – Data Base Management System	
3.1.5 – Data Classification	

3.2 Compatibility with a Future Enterprise Content Management (ECM) System

Requirement	Vendor Response
--------- Basic, Intermediate, and Advanced Features & Functions --------	
DTI considers that an "Enterprise Content Management" (ECM) system consists of the following core components: **Document Management -** check-in/check-out, version control, security, and library services for business documents. **Document Imaging** – capture, transform, and manage images of paper documents. **Records Management** – addresses long-term archiving, automation of retention and compliance policies, and ensuring legal, regulatory and industry compliance. **Workflow** – automation of business processes, routing content, assigning work tasks and states, and creating audit trails. **Web Content Management -** for controlling the content of a Web site through the use of specific management tools based on a core repository. It includes content creation functions, such as templating, workflow and change management, and content deployment functions that deliver prepackaged or on-demand content to Web servers. **Document-Centric Collaboration** - document sharing and supporting project teams **Search Engine** - information access, or search, technology so that users can create a full-text index and search the content stored in repositories. Section 1 - Business Functionality addresses features that touch on many of the above core components, without crossing the boundary into a full featured ECM solution. The state's long-term enterprise architecture plan includes the implementation of a full featured ECM.	

3.2.1 - Is your document imaging product a component of a full featured ECM product offering?	
3.2.2 - If the answer is yes to the above question, list the name of the ECM products and list all components that are sold separately and provide a one paragraph description of the functionality of each component.	

4. Product Pricing Structure & Support

4.1 Software Products	
Requirement	**Vendor Response**
--------- Basic, Intermediate, and Advanced Features & Functions --------	
4.1.1 – Granularity of Product Offerings - List all the products that comprise your complete product offering, each with a brief description, and pricing.	
4.1.2 – Prerequisites – Indicate which products require the implementation of another product(s) and list those required products.	
4.1.2 – Bundling - Do you have standard product bundles? If so, explain and provide pricing.	

4.2 Software Licensing	
Requirement	**Vendor Response**
--------- Basic, Intermediate, and Advanced Features & Functions --------	
4.2.1 – Server Licensing – Describe how you license your software products on servers. (based on CPUs, logical operating systems, number of users, volume of documents, etc.)	
4.2.2 – Server Licensing Upgrades – Provide the increments and pricing.	
4.2.3 – Client or User Licensing – Describe how you license your software products installed on client systems.	
4.2.4 – Client License Upgrades – Provide the increments and pricing.	

4.3 Other Costs

Requirement	Vendor Response
--------- Basic, Intermediate, and Advanced Features & Functions --------	
4.3.1 – Installation/Implementation Costs – Provide your standard hourly rate for services and typical number of hours needed to assist with the installation and implementation of your product.	
4.3.2 – On-Going Costs – Provide your standard price for annual software support. Provide this at the same level of detail as your product offerings.	

4.4 Product Support

Requirement	Vendor Response
--------- Basic, Intermediate, and Advanced Features & Functions --------	
4.4.1 – Support Services - What kind of support is provided (e.g. phone, email, on-site)? Who provides the support; someone from the company or a third party partner or call center?	
4.4.2 – Administrative Support – What is your recommended manpower requirement for supporting your application? Specify the number of Full Time Employees (FTE) per some sizing unit.	
4.4.3 - How many years has your company been in business?	
4.4.4 - What form of ownership (e.g. corporation, private) exists for your company?	
4.4.5 - How many employees will be dedicated to support, implementation, and development of the proposed system as part of your RFI response?	
4.4.6 - When was the software first developed and installed? When was the last major release or upgrade?	
4.4.7 - Are all software upgrade costs (e.g. custom programming, installation, training) included in support fees? If not, explain.	
4.4.8 - Will your company guarantee in the contract that the software will comply with all current and future federal and state mandates?	
4.4-9 - How and when are known software problems (e.g. bugs, errors) resolved? Do you publish a list of known problems?	
4.4.10 - Is there an organized national user group? Is there a regional user group in our area? How often and where are meetings?	

4.4.11 - Does the system require regularly scheduled (e.g. daily, monthly) down time for backups, system maintenance, etc.? Briefly explain.	
4.4.12 - Does your company provide online FAQ's and Knowledge Base articles? Are they freely available without any additional support contract?	
4.4.13 - What support will you be offering as part of your response to this RFI? Briefly explain.	
4.4.14 - Are there any ongoing support costs not included in this RFI response? Please explain.	

Appendix B

State of Delaware
DEPARTMENT OF TECHNOLOGY AND INFORMATION
William Penn Building
801 Silver Lake Boulevard
Dover, Delaware 19904

Contractor Confidentiality (Non-Disclosure) and Integrity of Data Agreement

The Department of Technology and Information is responsible for safeguarding the confidentiality and integrity of data in State computer files regardless of the source of those data or medium on which they are stored; e.g., electronic data, computer output microfilm (COM), tape, or disk. Computer programs developed to process State Agency data will not be modified without the knowledge and written authorization of the Department of Technology and Information. All data generated from the original source data, shall be the property of the State of Delaware. The control of the disclosure of those data shall be retained by the State of Delaware and the Department of Technology and Information.

I/we, as an employee(s) of _____ or officer of my firm, when performing work for the Department of Technology and Information, understand that I/we act as an extension of DTI and therefore I/we are responsible for safeguarding the States' data and computer files as indicated above. I/we will not use, disclose, or modify State data or State computer files without the written knowledge and written authorization of DTI. Furthermore, I/we understand that I/we are to take all necessary precautions to prevent unauthorized use, disclosure, or modification of State computer files, and I/we should alert my immediate supervisor of any situation which might result in, or create the appearance of, unauthorized use, disclosure or modification of State data. Penalty for unauthorized use, unauthorized modification of data files, or disclosure of any confidential information may mean the loss of my position and benefits, and prosecution under applicable State or Federal law.

This statement applies to the undersigned Contractor and to any others working under the Contractor's direction.

I, the Undersigned, hereby affirm that I have read DTI's Policy on Confidentiality (Non-Disclosure) and Integrity of Data and understood the terms of the above Confidentiality (Non-Disclosure) and Integrity of Data Agreement, and that I/we agree to abide by the terms above.

Contractor or Employee Signature_____

Date: _____

Contractor Name: _____